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Contract

## Languages

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2021/S 000-009052

Procurement identifier (OCID): ocds-h6vhtk-02aacd

Published 27 April 2021, 10:55pm

## Section I: Contracting authority

### I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital Building, Old Hall Street

Liverpool

L3 9PP

#### Email

[supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

#### Telephone

+44 3450103503

#### Country

United Kingdom

#### NUTS code

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.gov.uk/ccs>

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Other activity

Public Procurement

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Languages

Reference number

RM6141

#### **II.1.2) Main CPV code**

- 79540000 - Interpretation services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The provision of a Quality Assurance Service for Buyers of the Framework.

This includes the provision of quality checks on the services provided by Suppliers on the Framework and any Interpreters/Translators used to deliver a Call Off Contract via the Framework.

The Services delivered under this Lot include:

- Assessment of a recorded face to face booking (audio or video)
- Assessment of a live booking in person (Spoken & Non-Spoken)
- Assessment of a telephone interpretation
- Assessment of a video interpretation (Spoken & Non-Spoken)
- Assessment of Spoken/Non Spoken language Interpreter via Video Role Play
- Assessment of translated documents
- Assessment of transcriptions
- Checking that the requirements in the booking have been met by the Supplier

The Supplier awarded to the Quality Assurance Lot cannot be part of any of the other Lot to prevent conflict of interests arising.

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £3,000,000

## **II.2) Description**

### **II.2.1) Title**

Quality Assurance Services

Lot No

6

### **II.2.2) Additional CPV code(s)**

- 72224200 - System quality assurance planning services
- 72225000 - System quality assurance assessment and review services
- 79510000 - Telephone-answering services
- 79530000 - Translation services
- 79540000 - Interpretation services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

The Services delivered under this Lot include:

- Assessment of a recorded face to face booking (audio or video)
- Assessment of a live booking in person (Spoken & Non-Spoken)

- Assessment of a telephone interpretation
- Assessment of a video interpretation (Spoken & Non-Spoken)
- Assessment of Spoken/Non Spoken language Interpreter via Video Role

Play

- Assessment of translated documents
- Assessment of transcriptions
- Checking that the requirements in the booking have been met by the

Supplier

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2020/S 188-455090](#)

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## **Section V. Award of contract**

### **Contract No**

RM6141

### **Lot No**

6

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

30 March 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

The Language Shop Limited

1000 Dockside Road

London

E16 2QU

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

8882661

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £3,000,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

As part of this contract award notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/1ee8fa0f-dfa4-4f53-a54d-b2c73c53ed61#>

- 1) Contract notice authorised customer list;
- 2) Redacted Framework Contract

The start date of this Framework Agreement is 30/03/2021. The expiry date of the Framework Agreement is 29/03/2024. The framework will be established for 36 months, with the option to extend for 1 further period of 12 consecutive months, executed at the discretion of CCS.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street,

Liverpool

L3 9PP

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